

## SINGLE CORPORATE SERVICES

### HR Department

<b>Job title:</b>	Receptionist (Lakeside)	<b><i>To be completed by HR</i></b>  <b><i>Job Reference Number</i></b>
<b>Reporting to:</b>	Office Manager (Lakeside)	
<b>Accountable to:</b>	Office Manager (Lakeside)	
<b>Pay Band:</b>	Band 2	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the Single Corporate Service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

#### **Job purpose**

To provide a reliable, comprehensive reception service for the HR department and shared service at Lakeside acting as first point of contact for all visitors to the HR department.

To provide administrative support to the Office Manager as required.

#### **Organisational Chart**

See consultation document for organisation charts

## **Specific Core Functions**

1. To provide a reliable, comprehensive reception service to the HR department on the telephone, via email and assisting with visitors.
2. Logging all correspondence and queries that come into the HR department (on the Reception Contacts Spreadsheet).
3. Maintaining the internal HR department telephone list, desk diary and desk map.
4. Responsible for HR department filing, ensuring this is completed in a timely and accurate manner.
5. Undertake photocopying, laminating, and scanning support for the HR department as and when required.
6. To provide administrative support to the Office Manager and the HR teams as required, on an ad hoc basis.
7. To receive, sort and distribute mail and deliveries for the HR department coming in and sending out to QA Hospital.
8. Ensure there are sufficient stationery supplies and ordering of stationery as required.
9. Log any IT issues via My Call as per instruction from the Office Manager including organizing equipment repair with the supplier (e.g. Photocopier)
10. Act as Fire Warden for the HR Department.

## **Key Responsibilities**

### ***Communication and Working Relationships***

- The post holder will be providing and receiving routine information orally to assist in undertaking their own job. Communication is mainly with work colleagues.

### ***Analytical and Judgement***

- Judgements involving straightforward job-related facts or situations.

### ***Planning and organising***

- The post holder organises own day-to-day work tasks or activities.

### ***Physical Skills***

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. standard driving or keyboard skills, use of some tools and types of equipment.

### ***Patient Client Care***

- Assists patients/clients/relatives during incidental contacts.

### ***Policy and Service Development***

- The post holder follows policies in their own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

### ***Financial Management***

- The post holder will observe a personal duty of care in relation to equipment and resources used in the course of their work.

### **Management/Leadership**

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

### **Information Resources**

- The post holder records personally generated information.

### **Research and development**

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

### **Freedom to Act**

- Generally, works with supervision close by and within well established procedures and/or practices and has standards and results to be achieved.

### **Physical effort**

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

### **Mental effort**

- General awareness and sensory attention; normal care and attention; an occasional requirement for concentration where the work pattern is predictable with few competing demands for attention.

### **Emotional Effort**

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

### **Working conditions**

- Exposure to unpleasant working conditions or hazards is rare.

### **Person Specification**

Criteria	Essential	Desirable	How criteria will be assessed
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE's (or equivalent) - English essential</li> <li>• BTec Level 2 Business Administration (or equivalent)</li> </ul>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Evidence of previous experience of working in a customer services environment</li> </ul>		

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• IT skills (Microsoft Office)</li> <li>• Excellent verbal and written communication skills</li> <li>• Customer/personal awareness (social intelligence skills)</li> <li>• Organisational skills</li> <li>• Ability to multi task and able to work accurately under pressure within timeframes</li> </ul>		
------------------	--	--	--

### **Compliance statement to expected organisational standards.**

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all times; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.

- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004, Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multi-agency safeguarding vulnerable adults' policies and procedures.
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves.
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date.
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.